

California Information Technology Strategic Plan  
**State Portal Review Board**  
February 10, 2006, 1 p.m. – 3 p.m.  
1020 11<sup>th</sup> Street, Sacramento

**- AGENDA -**

***Time:***

- |    |      |   |   |
|----|------|---|---|
| 10 | I.   | <b>Welcome Review Board Members and guests</b> <ul style="list-style-type: none"><li>• Review <b>Steering Committee Meeting Minutes: 1/13/06</b></li></ul>  | <b>Clark Kelso</b>  |
| 15 | II.  | <b><i>California State Portal Framework</i> Document</b>  | <b>Kris Ogilvie</b>   |
| 10 | III. | <b>Organization, Usability, Currency &amp; Accessibility Working Group</b> <ul style="list-style-type: none"><li>• Working Draft Group Charter</li><li>• FTB templates</li><li>• Working Group Priority Deliverables</li></ul>  | <b>Kris Ogilvie</b>   |
| 35 | IV.  | <b>Service Center Updates</b> <ul style="list-style-type: none"><li>• FTB, BOE, EDD: Taxes Service Center</li><li>• Labor Agency: Labor Business Portal</li><li>• DIR: Licenses and Case Management Portal</li><li>• DCA: Illicenses project</li><li>• DMV: Portal project</li><li>• DPA &amp; SPB: HR Portal</li></ul> | <b>Tax Center Rep:</b><br><b>Russ Reece</b><br><b>Dale Jablonsky</b><br><b>Jim Culbeaux</b><br><b>Davood Ghods</b><br><b>Bernard Soriano</b><br><b>Lynelle Jolley</b> |
| 35 | V.   | <b>Portal Transition (Steering Committee Adopted Recommend # 5)</b> <ul style="list-style-type: none"><li>• Ca Portal Resign Committee Draft Action Plan<ul style="list-style-type: none"><li>○ 90 days</li><li>○ 120 days</li><li>○ 240 days</li></ul></li><li>• DTS Action Plan Discussion</li></ul>                  | <b>PK Agarwal</b><br><br><b>Clark Kelso &amp;</b><br><br><b>Board Discussion</b>  |
| 10 | VI.  | <b>Next Steps:</b> <ul style="list-style-type: none"><li>• New Recommendations for Portal Steering Committee?</li><li>• Review Board meeting Agenda items for March 10?</li><li>• Portal Steering Committee meeting Agenda items for April 14?</li></ul>  | <b>Clark Kelso</b>  |
| 5  | VII. | <b>Adjourn</b>  | <b>Clark Kelso</b>  |

# 2005 IT Strategic Plan Goal 1

## **Goal 1: Make Government Services More Accessible to Citizens and State Clients**

**The State will complete a customer-focused, technology-enabled transformation in service delivery to improve the accessibility, value and cost-effectiveness of services, benefits and information provided to the public, businesses, other government agencies and state employees.**

### **Objective 1- Develop A Foundation For Transforming Government**

**The State will implement an enabling management and technical foundation for the transformation of government, making the technical solution implementation process more customer-focused, strategic, efficient, and economical.**

The essential ingredients of this foundation include:

- Leadership focused on the redesign of business processes and the exploration and application of technologies across organizational boundaries to improve efficiency, interoperability, and cross-organizational program integration.
- A governance process for evaluating government needs and challenges across organizational boundaries and prioritizing those initiatives with a high return on investment and public acceptance.
- Common business processes that facilitate interoperability and data sharing.
- Shared applications, architectures and code.
- Streamlined project development, management and implementation to capture early benefits and encourage transformation.
- State workforce skilled in implementing industry best practices.

A key driving force for this transformation will be a federated ownership and development architecture for the State's presence on the Internet. Other objectives and action items throughout this plan will also contribute to the essential ingredients listed above.

Actions 1, 2, 3, ...

**Action 4. The California Portal Steering Committee will guide development of a new infrastructure to support the State's presence on the Internet including: (a) identification and design of shared services; (b) definition of the technical architecture and governance process; (c) identification of additional projects to leverage shared resources; and (d) by July 2006, approval of the first architecture for the State's Internet infrastructure.**

### **Objective 2- Leverage Services between State Agencies, Federal and Local Government And Promote Interagency and Intergovernmental Data Sharing**

## **State Portal Steering Committee**

### **Adopted Recommendations – October 14, 2005**

**Recommendation 1 (Governance & Architecture):** The State should adopt a “federated” management and governance approach to the development and maintenance of the State’s Internet presence.

**Recommendation 2 (Service Centers):** With leadership provided by cross-agency working groups organized around a few high-level governmental functions, the State should develop and maintain one or more “Service Centers” (including a State-level “California Service Center”) that assist users in navigating quickly to desired government information and services.

**Recommendation 3 (Shared Services):** The State CIO should begin conversations with the State Portal Review Board and appropriate agencies to identify specific shared services that should be developed for the State’s web presence. The list of specific shared services should be brought back to the State Portal Steering Committee for its consideration and action.

**Recommendation 4 (State Banner):** The State CIO, with advice from the Portal Steering Committee, should adopt a new banner for State web pages that uses less space and facilitates co-branding with State agencies and departments.

**Recommendation 5 (Transition Planning):** Planning to transition away from the existing State Portal hardware and applications should begin immediately in anticipation of the federated, shared-services architecture recommended above. Current clients and agencies which rely upon that existing hardware and applications infrastructure should begin appropriate transition planning with the assistance of the Department of Technology Services.

The current State Portal hardware and applications, though an award-winning improvement in the State’s Internet presence when initially designed five years ago, has proven to be unsustainable and unmaintainable given the resources available to us. Its technical architecture is too complex and difficult to maintain over time.

There are only a small handful of customers that take full advantage of the State Portal’s web hosting services. They are as follows:

- California Film Commission
- Commerce & Economic Development Program
- First Lady’s Office
- Governor’s Office
- I-Bank
- MyCalifornia
- Office of HIPPA Implementation
- State CIO
- Tourism
- State Bar of California

The State Portal has failed to attract new customers to its hosting services, and several of the customers listed above are already working on standing up their own web sites.

The State Portal offers a few other services, including a web search tool, a survey system, an email and wireless alerts system, and an Amber Alert notification system. Of these services, the only one used by a

02/06/2006

page 3 of 4

substantial number of departments is the search tool, and there is widespread agreement that the search tool does not work very well as an effective finding tool (particularly when compared with other widely available web searching tools). Many of these enterprise-wide functions will have a place in the shared services architecture described above, but the particular implementation that we now have, no longer serves the State's needs.

Accordingly, departments that rely upon the existing hardware and application infrastructure for their web hosting should begin transition planning with the guidance and assistance of the Department of Technology Services.

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**State Portal Review Board**  
**Conceptual Adoption of "Service Oriented Architecture"**  
**December 9, 2005**

At its October 14, 2005, meeting, the Portal Steering Committee recommended that the State adopt a "federated" governance and management approach to the development and maintenance of the State's Internet presence." That recommendation recognized the value of keeping most Internet development and maintenance activity close to individual business units responsible for program operations while deriving efficiencies from the development of "shared services" for functions that are common to most agencies (e.g., Identity and Authentication Services, Payment Processes, Collections Management, Hosting Services). In a shared services environment, a few individual departments would be assigned responsibility for developing and maintaining one or more of the shared services and making sure that those services are available to all other departments.

A shared services architecture can function effectively and smoothly only if there is a general State web enterprise architecture that defines at a high level how individual departmental web sites can interoperate with the shared services. To begin the process of establishing that shared services architecture, the Portal Review Board takes the following actions:

- **The Portal Review Board hereby approves in concept the development of a "Service Oriented Architecture (SOA)" to govern the shared services components of the State's Internet presence;**
- **The Portal Review Board hereby refers the Draft Service Oriented Architecture (November 30, 2005) developed by the State CIO's Enterprise Architecture staff to the Enterprise Architecture Committee of the Information Technology Council for its review, comment and approval; and,**
- **The Portal Review Board hereby declares its intention to begin the process of identifying departments which are prepared to take on the development of shared services pursuant to a Service Oriented Architecture.**